



Job Description

Title: Animal Control Officer

Reports To: Manager of Animal Control Services

SUMMARY OF POSITION:

Under the direction of the Manager of Animal Control Services, the Animal Control Officer is responsible for enforcing municipal bylaws as per our contract agreements. They participate in LAPS mission work as it relates to cats. The officer is to work to ensure public (people and animals) safety and improve the welfare of animals through education of welfare best practices. They are investigative and conduct regulatory work, patrolling designated areas of the City and Township, enforcing municipal by-laws and licensing regulations related to animals. Under general supervision, an officer investigates complaints regarding animal related by-law violations, catches and transports stray animals, issues tickets, and performs related clerical work.

DUTIES AND RESPONSIBILITIES:

- Regular patrols of various parks and trails to ensure compliance with the animal control bylaw
- Investigates / resolves complaints related to the bylaw, determines nature of complaint or infraction, and takes appropriate action; follows-up with the public and discusses incidents with affected parties.
- Take enforcement action when voluntary compliance cannot be achieved and taking action to achieve compliance of violators including verbal and/or written notice or action authorized by the bylaw including laying charges by issuing municipal tickets under the Municipal Ticket Information or Bylaw Offence Notice systems.
- Gathers evidence and prepares written reports for animal control bylaw complaints that have been investigated for potential later use in court. Attends court to support charges laid on behalf of the municipality of Langley or the Township of Langley under the municipal animal control bylaw and provincial legislation.
- Issues court orders and requests warrants as required; follows-up to ensure compliance.
- Ensures public safety by removing dangerous, diseased, or deceased domestic animals from municipal property, highways, and private lands which occasionally will require the setting up of traps and use of other related equipment (snare, poles, nets, cages etc.). Impound and care for dogs and large animals, handling injured and aggressive animals.
- Transporting animals for veterinary care and controlling animals receiving treatment.

- Issues dog licenses to members of the public; collects revenue and issues receipts; conducts follow-up on unlicensed dogs.
- Promotes and demonstrates responsible pet ownership and best practice in animal welfare principals including a Fear Free approach.
- Represents LAPS at events and attends schools and other organization to promote responsible pet ownership and safety of the public.
- Supports LAPS programs through transport of supplies and by building stakeholder engagement.
- Supervise and support Volunteer engagement.
- Performs related work as required.

OVERALL LAPS VISION AND OPERATIONS:

- Support and promote the vision and strategic plan of LAPS
- Ensure positive public relations and customer service practices
- Ensure compliance with all protocols, procedures, and policies of LAPS
- Demonstrate the LAPS Team Values of Compassion, Excellence, Integrity, Adaptability, Connection and Accountability in all decisions and interactions.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Geographical knowledge of the Township and City of Langley.
- Knowledge of animal care and handling principles and practices.
- Knowledge of common animal diseases, animal behaviour and breeds.
- Knowledge of best practice procedures and laws related to by-law enforcement.
- Knowledge of the principles, methods and equipment used in handling vicious, stray, sick and injured animals.
- Ability to prepare and present evidence and to conduct oneself in court.
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines.
- Skilled in mediating conflict and able to effectively communicate both orally and with written instruction.
- Skilled in communicating effectively with a diverse community.
- Skilled in operating a computer and related software applications.
- Ability to capture large animals (sometimes aggressive or injured), contain them and transport without assistance.
- Animal control and protection laws and regulations.
- Ability to apply safe and humane animal handling techniques.
- Ability to maintain records and prepare reports.
- Ability to apply policy and procedure functions quickly and without immediate supervision.
- Ability to remain calm in an emotionally charged situations.
- Establish and maintain effective relationships with all stakeholders.
- Ability to maintain a clean criminal record check.

EDUCATION AND TRAINING:

- Grade 12 or equivalent.

- Courses related to animal care and 2 years experience dealing with animals in an enforcement or investigative context as well as with the public; or an equivalent combination of related experience and education may be accepted.
- Preference given to candidates who have successfully completed Bylaw Compliance, Enforcement, and Investigative Skills Certificate Program Level 1 and 2 (JIBC) or an equivalent combination of education, training, and experience.
- Preference given to candidates who have successfully completed formal Animal Control training.
- Valid Driver's Licence with a safe driving record.

HOURS OF WORK:

- 40 hours per week
- 10-hour shifts with possibilities of overtime (shifts between 7am and 9pm, seasonally)
- On call at night on rotation with compensation
- Vacation coverage as necessary
- Flexibility for weekday, weekends, evenings, and stat holidays

WORKING CONDITIONS:

- Fast paced and dynamic with competing priorities
- Work is performed concurrently in an office animal shelter environment, with outside work interacting with the public.
- Risk to self from unpredictable and possibly aggressive animals.
- Physically demanding work due to the capture, moving, transporting of animals.
- Exposure to various outdoor conditions.
- Regular driving on public streets, under a variety of traffic conditions.
- Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities. Must be able to lift a maximum of 50 lbs.
- Interaction with children, adolescents and adults from the public is frequent and requires respectful, empathetic, and professional behavior always.

WHAT LAPS OFFERS:

- Salary Range: \$23 - \$30/hr – Depending on experience
- LAPS Vehicle to drive to and from work (taxable benefit)
- Paid 30-minute lunch breaks
- Medical, Dental and Extended Health (min. 24 hours/week)
- Vacation and Wellness Days
- RRSP matching after 1-year employment
- Education opportunities
- Animal friendly environment
- Supportive work environment with opportunities for career growth
- The chance to positively impact the lives of both animals and the community.

To apply for this position, please submit your Cover Letter and Resume to hr@lapsbc.ca by January 14th, 2024.